

*Introduction: Please answer the following questions about your nursing care during your last hospitalization.*

**1. The nurses were skillful.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**2. The nurses knew how to care for someone with my condition.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**3. The nurses knew how to help me.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**4. The nurses knew what they were doing.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**5. The nurses gave me accurate explanations about my care.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**6. The nurses took time to answer my questions.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**7. The nurses knew made sure I had what I needed.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**8. The nurses comforted me when I needed it.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**9. The nurses were genuinely concerned about me.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**10. The nurses respected my dignity.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**11. The nurses gave me support I needed.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**12. The nurses showed me they cared about my family and friends.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**13. The nurses remembered things about me.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**14. The nurses checked on me often enough.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**15. The nurses were gentle with me.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**16. The nurses took time to ask what I needed.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**17. The nurses took my concerns seriously.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**18. The nurses were kind to me.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**19. The nurses came when I needed them.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**20. The nurses made me feel like I mattered.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**21. The nurses spent time with me when I needed them.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**22. The nurses reacted quickly when something important happened.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**23. The nurses did what they could to make me comfortable.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**24. The nurses tried to help when I was having a difficult time.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**25. The nurses paid attention to what I said.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**26. The nurses addressed my needs promptly.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**27. The nurses made it easy to establish the relationship I wanted with them.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**28. The nurses knew how I was feeling.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**29. The nurses knew what I had been through.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**30. The nurses knew how I was coping.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**31. The nurses knew how to help me when things were bothering me.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**32. The nurses knew how to help me in ways that I liked.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**33. The nurses personalized my care to my particular needs..**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**34. The nurses helped me get the information I wanted.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**35. The nurses discussed care options with me.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**36. The encouraged me to actively participate in my care.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**37. The nurses correctly anticipated problems I might have because of my condition.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**38. The nurses told me which nurse was taking over when they were not there.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**39. The nurses arranged for the same nurses to care for me regularly.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**40. The nurses told me which nurse was primarily responsible for coordinating my care.**

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

**41. In general, how would you describe the quality of the nursing care you received?**

- Excellent
- Good
- Fair
- Poor

SAMPLE